

SNAP Application and Call Center Metrics		May-24
SNAP Application Rejections		
SNAP Applications Rejected as Unable to Complete the Interview (includes rejections listing additional reasons)*		
Count		11,405
% of all applications rejected		51.12%
SNAP Application Rejections showing only Unable to Complete the Interview		
Count		9,875
% of all applications rejected		44.26%
Tier 1 Metrics		
Average Wait Time (h:mm:ss)		1:19:16
Lowest Daily Avg Wait Time		1:00:30
Highest Daily Average Wait Time		1:28:40
Min Wait Time		0:00:00.049
Max Wait Time		6:04:29
Queue Deflections**		39,321
Count of Customer Disconnects (Abandoned Calls)**		31,358
Avg Time Until Customer Disconnect (h:mm:ss)		0:56:27
Tier 3 Metrics		
Average Wait Time (hh:mm:ss)		0:35:01
Lowest Daily Avg Wait Time		0:29:56
Highest Daily Average Wait Time		0:43:05
Min Wait Time		0:00:00.053
Max Wait Time		3:28:51
Queue Deflections**		42,057
Count of Customer Disconnects (Abandoned Calls)**		20,482
Avg Time Until Customer Disconnect		0:25:10
Accommodation Requests***		

* SNAP Applications may be rejected for multiple reasons. This count includes all applications that rejected for UCI (unable to complete interview), regardless of whether there were additional reasons the application would be rejected.

**A "deflection" is a call that did not make it into the queue because of wait time thresholds. An "abandoned call" is a caller that disconnected before reaching an agent.

*** Although many accommodations are made as part of our daily work, DSS does not currently track the number of accommodation requests made by SNAP applicants and participants at a systemic level. Accommodations are currently recorded as notes in individual case files and cannot be pulled as a data element. Therefore, there is not a measurement DSS can accurately report for this metric at this time. DSS is determining how to best compile and report this information and will provide updates on this metric as soon as they become available. DSS's Office of Civil Rights reports that during the month of May 2024, there was a request for a reader to assist a visually impaired individual during an administrative hearing, but the hearing was for a non-SNAP program.

Call Deflections/Redirections by Date		
Date	Tier 1 Deflections	Tier 3 Deflections
5/1/2024	1566	1359
5/2/2024	919	1151
5/3/2024	1969	1601
5/4/2024	0	0
5/5/2024	0	0
5/6/2024	4663	1935
5/7/2024	2323	1425
5/8/2024	0	0
5/9/2024	1865	1966
5/10/2024	1510	2416
5/11/2024	0	0
5/12/2024	0	0
5/13/2024	3301	2700
5/14/2024	1772	2279
5/15/2024	1509	2244
5/16/2024	1436	2272
5/17/2024	1824	1888
5/18/2024	0	0
5/19/2024	0	0
5/20/2024	2482	1798
5/21/2024	1393	1776
5/22/2024	1991	1567
5/23/2024	1466	1529
5/24/2024	915	2177
5/25/2024	0	0
5/26/2024	0	0
5/27/2024	0	0
5/28/2024	1734	2762
5/29/2024	1540	1790
5/30/2024	1481	2711
5/31/2024	1662	2711